ITS Staff Transition

SMT & DL Working Session 3

May 22, 2006
Today’s Goals

1. Complete the allocation of staff to ITS organization units

2. Agree on a common working definition of the distinction between a “Global” and “Local” service.

3. Work on Normalization of ITS Service Catalog. Completion may take place at 5/24 DL meeting and a future SMT meeting.

# Agenda

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<th>Topic</th>
<th>Planned Timing</th>
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<tr>
<td>Session Goals &amp; Agenda</td>
<td>1:00pm – 1:05pm</td>
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<tr>
<td>Update on IT Services &amp; staff assignments for Application Solutions (Pat LeCuyer)</td>
<td>1:05pm – 1:30pm</td>
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<tr>
<td>Review and complete staff assignments to IT Services for Core Technologies (Brad Smith)</td>
<td>1:30pm – 2:30pm</td>
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<td>Definition of Global and Local Services</td>
<td>2:30pm – 3:00pm</td>
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<td>Break</td>
<td>3:00pm – 3:15pm</td>
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<tr>
<td>Normalization of ITS Service Catalog</td>
<td>3:15pm – 4:15pm</td>
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<td>Next Steps &amp; Summarize Action Items</td>
<td>4:15pm – 4:30pm</td>
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Principles

1. We will take an overall ITS/Campus view of outcomes.
   - The allocation will reflect overall campus priorities
   - Maximize value of IT to the campus

2. Each of us has a professional responsibility to state whether we can truly commit to providing the IT Services we describe in the catalog in a robust manner.
   - It is not a failure to say that we cannot provide a service/service level

3. The ultimate responsibility and accountability for making the necessary trade-off decisions lies with this group.

4. Everyone on the ITS organization chart has a place in ITS; this group is collectively accountable for finding the optimal assignment of every individual.

5. We will collectively manage our customer expectations around our final resource allocation scheme (Campus Statement).
Definitions of Global and Local Services

• **Service Delivery Perspective**
  – Global: unified, standard service delivery to campus
  – Local: service delivery specific to a division or department/unit

• **Client Perspective**
  – Global: services available to everyone
  – Local: services available to a specific division, unit, or customer group

• **Cost Perspective**
  – Global: centrally-funded services available to all
  – Local: services funded by divisions/clients

• **Service Provider Perspective**
  – Global: services delivered by App Solutions, Core Tech, IC/MS, CRM- Help Desk
  – Local: services delivered by CRM-DLs and local IT staff

• **Other Considerations:**
  – What should be global but is not global now?
  – What is global now?
Normalization of ITS Service Catalog
Actions Remaining

Create draft Service Level Agreements (SLAs) for each OIT Area

Define what "Day 1" July 1, 2006 will look like

Develop specific ITS staff transition plans

Create and disseminate ITS statement to the campus

Transition staff to new positions (Reassign and Train)

"Day 1"

END

UC SANTA CRUZ
Transition Plan

• Review Transition Template

• Comments/Changes/Additions?

• When New Version Comes Out: Start a Plan for each Named Staff Member on the Roster

• Send Progress to Ann Every Week ??
Divisional SLA Template

- Review the Divisional SLA Template
- Comment
- Start to fill out in preparation for meeting between PO/Asst Dean and ITS
Action Items

Finish Normalizing the Service Catalog
  • 5/24 DL meeting
  • SMs?

Service Health? Need input from Janine

DLs with ITS Unit Managers - Develop a transition plan for each ITS named staff member in the roster.
  • Use template provided
  • Begin staff reassignments, plans completed by July 1, 2006
  • Complete training and re-orientation in time for Fall Quarter

Begin SLAs
  • Review template provided
  • SLAs complete by xxx
  • DLs start; DL/SM negotiate
  • SM, DL, PO/AD Agree and Sign
Next Meeting

• June 6th 1-5pm Nameste